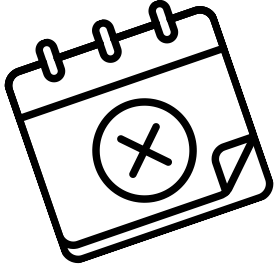
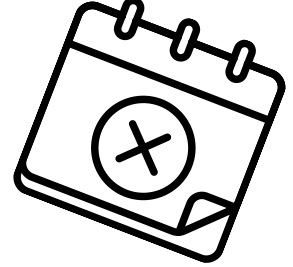


Cancellation Policy



Reminder



Regular Ongoing Therapy & One-Off Appointments:

72 hours' notice is required to avoid a cancellation fee.

If cancelled within 72 hours, 100% of the session fee will be charged.

No cost if the clinician cancels, and we will attempt to reschedule the session.

Group Programs:

Once booked, the program cost is billed weekly for the entire term, regardless of attendance.

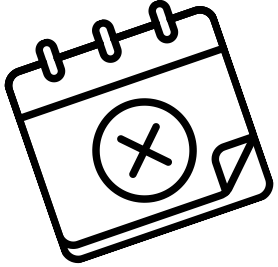
No cost if the clinician cancels, and we will attempt to reschedule the session.

Operational Cancellations:

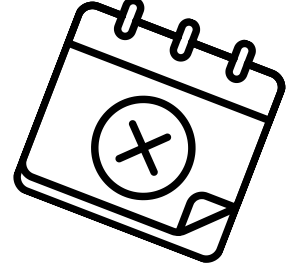
If Collective Growth Pty Ltd cancels a support due to operational reasons, there is no cost to the client and we will attempt to reschedule.

For detailed payment and cancellation policies, please visit: [Consumer Policies](#).

Cancellation Policy



Reminder



Please notify us at least 72 hours (3 days) before your appointment to avoid charges.

Cancellations within 72 hours will be charged 100% of the appointment fee.

How to Cancel After Hours

1. Leave a voicemail

- Call 07 3111 7321 and include your child's name and appointment date.

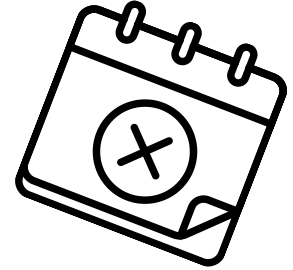
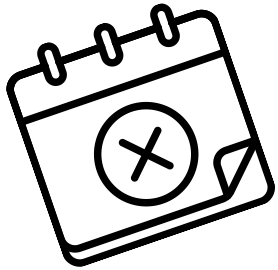
2. Reply to the reminder SMS

- These messages are monitored

3. Send an Email

- Email: admin@collectivegrowthcq.com

Cancellation Methods



How to Cancel During & After Hours

1. Call 07 3111 7321

- Call through to admin and reference your child's name and appointment time.

2. Reply to the reminder SMS

- These messages are monitored

3. Send an Email

- Email: admin@collectivegrowthcq.com

4. Leave a voicemail

- Call 07 3111 7321 and include your child's name and appointment date.

For detailed payment and cancellation policies, please visit: [Consumer Policies](#).